

**Northeast Region
ACES Service Center Locations**

FORT DRUM ACES SERVICE CENTER

Also Serving: Watervliet

ESO: JOE AGRESTI

Email: Joe.Agresti@us.army.mil

Phone: (315) 772-8580/ DSN 772-8580

FORT EUSTIS ACES SERVICE CENTER

Also Serving:

Fort Monroe, Fort Story,
Fort Lee, and Radford

ESO: BOB LORD

Email: Bob.Lord@eustis.army.mil

Phone: (757) 878-2083 ext. 221

FORT MYER ACES SERVICE CENTER

Also Serving:

Fort McNair, Fort Belvoir, Fort Meade,
Fort AP Hill and the Pentagon
(Also— Education Partner with Fort Detrick)

ESO: ROSALIND STRICKLAND

Email: roz.strickland@fmmc.army.mil

Phone: (703) 696-3195 or DSN 426-3195

WEST POINT ACES SERVICE CENTER

Also Serving:

Aberdeen Proving Ground,
Carlisle Barracks, Fort Dix, Fort Monmouth
Fort Hamilton, Fort Devens, Natick,
Letterkenny AD, Tobyhanna AD, and
Picatinny Arsenal

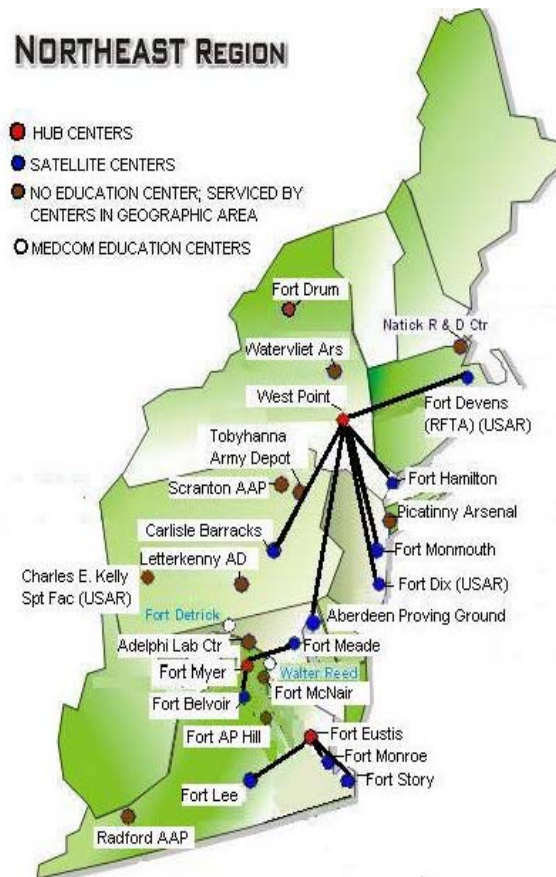
ESO: GORDON BOOTH

Email: Gordon.booth@us.army.mil

Phone: (845) 938-3722 or DSN 688-3722

**ARMY ACES
SERVICE CENTERS**

Relevant & Ready



**GUIDE TO NEW
ARMY EDUCATION
PROCESSES
AND
OPPORTUNITIES**

NEW SERVICES

- ♦ Northeast Region ACES website
- ♦ Streamlined services
 - Continued counseling support!
 - Online TA requests!
 - Online test scheduling!
- ♦ Centralized Tuition Assistance

OVERVIEW OF CHANGES

- **Reorganization** into Army ACES Service Centers (hubs) that service one or more satellite centers or locations.
- **New business practices** that allow for the most efficient and effective service to the customer.
- **Streamlining processes** by utilizing leading-edge technology.
- **Development** of Northeast Region (NER) Army Education website, which consolidates and standardizes services.
- **Convenient, online services** available to soldiers beginning November 2005!

ACES Service Centers

In order to better meet the present and future challenges of Army Education, IMA Northeast Region (NER) is reorganizing into hub ACES Service Centers that support satellite installations. This organizational structure is similar to that which is already used in Europe and in Asia. Quality services, including person-to-person counseling, will continue at all installations, but management and administrative functions will be handled by each ACES Service Center hub.

NER ACES Website

Leveraging established online capabilities as well as emerging technologies, the NER ACES website will serve as the web portal that supports and facilitates the delivery of many education services. This portal will be launched in conjunction with National Education Week, in November 2005.

The website (www.nereducation.army.mil) will provide soldiers with the opportunity to find a wide variety of information relevant to Army Education. Education services may be delivered or requested online. The NER education portal allows all soldiers, regardless of installation, to receive the high-quality education services they deserve.

Services Available Online:

- ⇒ Tuition Assistance request
- ⇒ Basic Skills course enrollment
- ⇒ Test scheduling
- ⇒ Requests to see a counselor
- ⇒ Online academic reviews
- ⇒ Much more!

The Way Ahead

As the Northeast Regional ACES website portal is fine-tuned to meet the multi-faceted and changing needs of the population it serves, a number of new services are likely to emerge. One of these is Virtual Counseling, made possible with the leading-edge video-teleconferencing software which is already up and running at every Army Education Center in the Northeast Region.

Another change on the horizon is **CTAM**. CTAM is Central Tuition Assistance Management. In April 2006, all tuition assistance requests and processing will be handled by Headquarters ACES. This means that when the CTAM website is fully functional, there will be a link to the CTAM site from the NER education website portal. Until this time, TA funds are processed through the ACES Service Center hubs.